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QUESTION 1

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

A. As part of the case configuration

B. As part of the stage configuration

C. As a separate process step

D. As an alternate stage

Correct Answer: C

QUESTION 2

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.

What is the best way to design routing so the correct interviewer is assigned the task?

A. Route the job application to a specific user using the Use business logic option.

B. Route the job application to an operator within a skilled group using the Specific user option.

C. Route the job application to a specific queue using the Use business logic option.

D. Route the job application to an appropriately skilled operator using the Specific user option.

Correct Answer: D

QUESTION 3

Consider the following user story:

As a customer, I want to the able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

A. Add a stage-only action to each stage in the case life cycle

B. Configure the Cancel button on the user views to resolve the case.

C. Add a case wide action to the case life cycle.

D. Add an alternate stage to the case life cycle.

Correct Answer: D

QUESTION 4

A home loan application requires application the legal team manager and the Finance team manager. The Legal team manager must approve before the Finance team manager. How do you configure this requirement?

A. Create an approval step with cascading approval.

B. Apply business logic to route a single assignment in the correct order.

C. Route an assignment to a work queue where both roles have access.

D. Create an approval process for each manager in parallel.

Correct Answer: A

QUESTION 5

A manager has reviewed u case- und has decided to increase the case urgency and escalate to MR. MR must review and respond wdliwi four business hours. Which three configuration options are deeded to enable the manager to satisfy the requirements? (Choose Three)

A. Provide notification to HR requesting urgency be increased.

B. Provide a service level for the HR assignment.

C. Provide escalation action to HR and resolve the case.

D. Provide a field for urgency adjustment.

E. Provide a local action to transfer the assignment to another queue.

Correct Answer: BDE